

Comparative features of self service technologies

FEATURE	WEB-BASED	KIOSK	VENDING
1) Business trend	High popularity	Growing	Stagnant
2) Cash payments	No	Uncommon	Yes
3) Open payments	Yes	Yes	Maybe
4) Closed payments	Yes	Yes	Yes
5) Accessibility	Worldwide	Select location	Select location
6) Delivery speed	Prolonged	Delayed	Immediate
7) Replenishment	Consignment	Varies	Manual
8) Inventory	z-inventory	Varies	Warehouse
9) Product mix	Infinite	Wide variety	Restricted
10) Custom product	Yes	Maybe	No
11) Purchase units	Multiple	Multiple	Single
12) Base technology	Non-proprietary	Windows/Linux	Proprietary
13) User interface	Graphical	Graphical	Physical
14) Peripherals	Unlimited	Diverse	Limited
15) Product selection	Mouse click	Touchscreen	Buttons
16) Protection	Secure layers	Optional devices	Prone
17) Signage	Dynamic digital	Dynamic digital	Optional
18) Interactivity	Yes	Yes	No
19) Real time data	Yes	Yes	Possible add-on
20) Networking	Yes	Yes	Possible add-on